

CENTROPIX 3-Year Cocoon Protection Plan

Centropix Extended Warranty (CEW)

An extension of the Original Manufacturer Warranty (OMW)

- The CEW is an EXTENDED WARRANTY and does not replace the original 3-year OMW
- The CEW protection goes into effect after the OMW has expired
- NO ADDITIONAL COST: You pay \$0 for repairs – parts, labor or a replacement and the shipping is included.
- Plan starts on the date of purchase from Centropix website & shopping cart.
- The Plan cannot be purchased after the sale has been consumed. In other words, you cannot purchase the CEW checking out from your shopping cart.
- **COVERAGE:**
 - Drops, spills and cracks due to normal use covered and power surges covered from day one of the CEW.
 - Malfunctions covered after the OMW has expired.
- **PRODUCT ELIGIBILITY:**
 - Plan covers all purchased brand new Cocoons.
 - The CEW does not cover resold products by Centropix Affiliates and/or Customers to a third party
 - The CEW is not transferable.
- **THE CLAIMS PROCESS:**

Filing a claim is super easy. Call or email CENTROPIX Customer Service

 - No gotchas!
 - No gimmicks!
 - No grief!
 - No run-arounds!
 - 1- File a claim by calling or emailing Centropix Customer Service Dept. (941) 253-3900 or warranty@centropix.us
 - 2- Start a CEW Return Merchandise Authorization (RMA) process
 - 3- Once your product has been received by Centropix, and inspected, we will either repair it or replace it at no cost to you.

What's covered by the CEW?

- Power surges
- Mechanical/electrical malfunctions
- Functional Failures due to normal wear and tear

What's not covered?

- Loss, theft and intentional/negligent damage
- Scratches, dents and dings to products that still work as intended
- All malfunctions covered by the OMW

- For malfunctions covered by the OMW, CENTROPIX will either repair or replace your product.

Protection Plan coverage timeline:

- OMW: 3 Yrs of Coverage
- CEW: 2 Yrs starting after the OMW expiration date

We've created a plan that's even easier to understand and use. We cut out all the jargon and treat you like a friend. We're here for you when your product is not – it's a promise.

This CEW is NOT transferrable in the case of selling a used Cocoon to a third party.